
Schedule No. 17

**Local Government
9-1-1 PSAP
Records Schedule**

**Adopted by the Local Government
Records Committee, Oct. 2007**

Our thanks the state of Oregon for permission to use their Administrative Rules for 9-1-1 / Public Safety Answering Points (166-200-0145) as a template to adapt to meet our state and local requirements.

MONTANA LOCAL GOVERNMENT RETENTION SCHEDULE

DEPARTMENT: COUNTY 9-1-1 PUBLIC SAFETY ANSWERING POINT (PSAP)

ITEM	RECORD TITLE AND DESCRIPTION	RETENTION TIME	COMMENTS
1.	BRIEFING RECORDS: Records that document internal communication between supervisors and shift workers on different shifts, to alert them to problems, issues, or activities. Records may include but are not limited to briefing logs, teletype or electronic messages, bulletins from other agencies	7 days	
2.	DATA MANAGEMENT SYSTEM RECORDS: Records that document specific incidents when a call is received by the 9-1-1/ PSAP service area. Information may include but is not limited to address data, response unit assignments, response codes, responsible person data, and related documentation.	Until superseded or obsolete.	
3.	DISPATCH INCIDENT RECORDS: Records that document specific incidents when a call is received by the 9-1-1/ PSAP and subsequent response activities. Information may include but is not limited to caller's name, address, and telephone number; details of incident or complaint; call taker/dispatcher name; which agency responded and when; and incident disposition. Additional information received through an enhanced system is the Automatic Number Identification and Automatic Location Identification (ANI/ALI) which includes the telephone subscriber name, subscriber's telephone number, and subscribers telephone service location.	2 years	
4.	ENHANCED 911 SERVICE PLANS: Records that document the planning, development and implementation of enhanced 9-1-1/ PSAP systems. Plans and any subsequent amendments are required to be submitted to the Montana Department of Administration for approval. The plan may be periodically revised and updated. Records may include but are not limited to preliminary and final plans, drafts and worksheets, correspondence, and to other records described in MCA 10-4-101-126		
	a. Approved plans and amendments	a. 5 years after superseded	
	b. Preliminary plans, drafts, worksheets, and supporting material	b. Until approved	
5.	MASTER 24 HOUR AUDIO TAPES/RECORDS: Document recorded incoming emergency and non-emergency calls; law enforcement, fire, and emergency medical services dispatches; radio activity; and 9-1-1/PSAP calls. Tapes are maintained on a 24 hour basis.	12 months	Note: Specific recordings of incidents may warrant longer retention for legal reasons.

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ITEM	RECORD TITLE AND DESCRIPTION	RETENTION TIME	COMMENTS
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| 6. | MASTER STREET ADDRESS GUIDE (MSAG)
MAINTENANCE FORMS:
Records document the 9-1-1/ PSAP's notification to the phone service provider about the addition of new streets or revisions to existing streets on the MSAG. The MSAG is maintained by the phone service provider or its independent contractor. Forms are usually maintained by the agency's MSAG Coordinator. Information may include but is not limited to new or updated address, customer, and responder information. | 2 years | |
| 7. | OPERATIONAL LOGS:
Records document chronological tracking of activities related to 9-1-1/ PSAP operations. Records may include but are not limited to radio logs, telephone logs, tow logs, and criminal background check request logs. | 1 year | |
| 8. | PREMISE INFORMATION RECORDS:
Records document information about specific premises or locations that emergency responders need to know in advance of arrival at an incident site. Information may include but is not limited to hazardous materials storage locations, whether building plans were submitted to the fire department, unique information about building a such as utility shut-offs, and related documentation. | 2 years or until renewed, superseded, or expired, whichever is sooner. | |
| 9. | PUBLIC RECORDS DISCLOSURE REQUEST RECORDS:
Records document requests for disclosure of public records and provides a record of the agency's response. Records may include but are not limited to requests for disclosure, types of records requested, request logs, approvals, denials, copies of petitions to legal counsel for review of denials or disclosure, legal counsel orders to grant or deny disclosure, correspondence, and related documentation.
a. approved request records
b. denied request records | a. 2 years
b. 2 years after last action | |
| 10. | QUALITY ASSURANCE RECORDS: Records document the evaluation, analysis, and assessment about the performance and quality of services provided by the 9-1-1/ PSAP system. Records may include but are not limited to system evaluations, system performance reports, satisfactions surveys and questionnaires, quality improvement reports and recommendations, quality assurance committee minutes, and related documentation.
a. survey instruments
b. other records | a. 2 years or until summary report is completed, whichever is sooner
b. 2 years | |

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11. STATISTICAL REPORTS:

Records document the compilation of statistical data about the actions and activities of the 9-1-1/ PSAP system. Data may be compiled on a daily, weekly, monthly, quarterly, and/or annual basis and may be used for analysis, evaluation, and budget development purposes. Information may include but is not limited to data about response times, number of calls received and dispatched, and responses by individual agency.

- a. Data instruments used to compile statistics
- b. Daily and weekly reports
- c. Monthly and quarterly reports
- d. Annual reports

- a. Until report completed
- b. Until compiled into monthly reports
- c. 1 year
- d. 10 years

12. SYSTEM ERROR/MALFUNCTION RECORDS:

Records document 9-1-1/ PSAP electronic system errors or malfunctions and subsequent corrective action. Records may include but are not limited to enhanced system error reports, trouble logs, work orders, correspondence, and related documentation.

2 years